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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/819,899	03/29/2001	Jim Paul Haughwout	06975-144001 / Member Ser	5374
26171	7590	12/15/2006	EXAMINER	
FISH & RICHARDSON P.C. P.O. BOX 1022 MINNEAPOLIS, MN 55440-1022			THEIN, MARIA TERESA T	
			ART UNIT	PAPER NUMBER
			3627	

DATE MAILED: 12/15/2006

Please find below and/or attached an Office communication concerning this application or proceeding.

# Office Action Summary

Application No.

09/819,899

Applicant(s)

HAUGHWOUT, JIM PAUL

Examiner

Marissa Thein

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-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --  
Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

## Status

- 1) ☒ Responsive to communication(s) filed on 18 September 2006.
- 2a) ☒ This action is **FINAL**. 2b) ☐ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

## Disposition of Claims

- 4) ☒ Claim(s) 90,94,96,97,107,111,112,120,124,125 and 133-153 is/are pending in the application.
- 4a) Of the above claim(s) \_\_\_\_\_ is/are withdrawn from consideration.
- 5) ☐ Claim(s) \_\_\_\_\_ is/are allowed.
- 6) ☒ Claim(s) 90, 94, 96, 97, 107, 111, 112, 120, 124, 125, and 133-153 is/are rejected.
- 7) ☐ Claim(s) \_\_\_\_\_ is/are objected to.
- 8) ☐ Claim(s) \_\_\_\_\_ are subject to restriction and/or election requirement.

## Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on \_\_\_\_\_ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.  
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).  
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

## Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some \* c) ☐ None of:
- ☐ Certified copies of the priority documents have been received.
  - ☐ Certified copies of the priority documents have been received in Application No. \_\_\_\_\_.
  - ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).
- \* See the attached detailed Office action for a list of the certified copies not received.

## Attachment(s)

- 1) ☒ Notice of References Cited (PTO-892)
- 2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
- 3) ☐ Information Disclosure Statement(s) (PTO/SB/08)  
Paper No(s)/Mail Date \_\_\_\_\_
- 4) ☐ Interview Summary (PTO-413)  
Paper No(s)/Mail Date. \_\_\_\_\_
- 5) ☐ Notice of Informal Patent Application
- 6) ☐ Other: \_\_\_\_\_

### **DETAILED ACTION**

Applicant's "Amendment in Reply to Action of May 18, 2006" filed on September 18, 2006 has been considered.

Claims 134-135 have been amended. New claims 151-153 are added. Claims 90, 94, 96, 97, 107, 111, 112, 120, 124, 125, and 133-153 are pending in this application.

### ***Claim Rejections - 35 USC § 103***

The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

**Claims 90, 94, 96-97, 107, 111, 112, 120, 124-125, and 136-153 are rejected under 35 U.S.C. 103(a) as being unpatentable over U.S. patent No. 6,553,113 to Dhir et al. in view of U.S. Patent No. 6,665,644 to Kanevsky et al.**

Regarding claim 90, Dhir discloses a process comprising:

- receiving and handling at a customer service call center an incoming service call from a caller seeking assistance (col. 8, lines 7-11; col. 11, lines 32-42); and
- leveraging the incoming service call for assistance as a conduit for soliciting the caller to purchase merchandise or services (col. 3, lines 6-11; col. 3, lines 23-31; col. 8, lines 7-11; col. 12, lines 8-10), the leveraging including:
  - identifying a caller identity or a first caller attribute related to the caller (col. 7, lines 42-51; col. 8, lines 7-11; col. 11, lines 61-65);

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- storing in a first electronic database, prior to the receipt of the incoming service call from the caller, a sales pitch (service(s) or servicing the call) preference of the caller, as an additional attribute (col. 7, lines 54-67; col. 8, lines 1-26; col. 9, lines 51-58);
- searching a first electronic database to determine the additional attribute of the caller based on at least one of the caller identity or the first caller attribute, where the first electronic database includes information gathered about the caller prior to the call (col. 7, lines 54-67; col. 8, lines 1-26; col. 9, lines 51-58; col. 11, lines 36-44; Figure 7);
- routing the service call to a human operator for presentation of the first sales pitch to the caller (col. 6, lines 11-12; col. 8, lines 14-15);

However, Dhir does not disclose a preference of the caller not to receive any sales pitch and the omitting to search a database of potential sale pitches based upon at least the additional attribute of the call and routing the call to a human operator. Dhir does disclose customer profile behavior data module and strategies module and routing codes data module (col. 6, lines 44-46). Dhir further discloses human- assisted call processing (col. 6, lines 10-11).

Kanevsky, on the other hand, teaches a preference of the caller not to receive any sales pitch and the omitting to search a database of potential sale pitches based upon at least the additional attribute of the call and routing the call to a human operator (abstract; col. 4, line 66 – col. 5, line 4; col. 5, lines 32-35; col. 7, lines 46-54).

Therefore, it would have been obvious to one of ordinary skill in the art at the time of the invention was made to modify the process of Dhir, to include a preference of the caller not to receive any sales pitch and the omitting to search a database of potential sale pitches based upon at least the additional attribute of the call and routing the call to a human operator, as taught by Kanevsky, in order to provide data associated with the voice of a user which can efficiently and automatically make use of the data available in transactions (Kanevsky, col. 60-62).

Regarding claims 94, 96, 110, 112, 125, and 137-140, Dhir discloses a preference to receive a certain type of sales pitch; populating the first electronic database prior to the call with information indicative of the caller; populating the first electronic database with information indicative of a response by the caller to the first sales pitch; and populating the first electronic database with information indicative of responses made by the caller in response to past sales pitch presentations (col. 5, lines 51-62; col. 7, lines 15-33; col. 7, lines 54-67; col. 8, lines 1-15).

Regarding claims 97, 111, 124, and 141, Dhir substantially discloses the claimed invention, however, it does not disclose populating the database with information indicative of past misbehavior of the caller. Dhir discloses customer profile behavior module, which stores and reflects on customer profiles and behavior (col. 7, lines 115-17). The customer profile behavior data contains the data that is used by the call routing system to make strategic decision predictions about caller needs (col. 7, lines 30-34).

Kanevsky, on the other hand, teaches populating the database with information indicative of past misbehavior of the caller (abstract; col. 4, line 66 – col. 5, line 4; col. 5, lines 32-35; col. 7, lines 46-54).

Therefore, it would have been obvious to one of ordinary skill in the art at the time of the invention was made to modify the process of Dhir, to include populating the database with information indicative of past misbehavior of the caller, as taught by Kanevsky, in order to provide data associated with the voice of a user which can efficiently and automatically make use of the data available in transactions (Kanevsky, col. 60-62).

Regarding claims 107 and 120, Dhir discloses a system and computer program comprising:

- an identification component or code segment that determines a caller identity related to a caller seeking assistance from a customer service call center (col. 7, lines 34-51; col. 11, lines 49-66);
- a first electronic database configured to store as an attribute related to the caller and prior to the receipt of the incoming call from the caller, a sales pitch (service(s) or servicing a call) preference of the caller (col. 7, lines 54-67; col. 8, lines 1-26; col. 9, lines 51-58)
- a search component configured to identify in the first electronic database component or code segment that identifies the attribute related to the caller

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based on the caller identity (col. 7, lines 34-51; col. 11, line 49-col. 12, line 11; col. 12, lines 56-66); and

- a call router that routes the service call to a human operator to assist the caller (col. 6, lines 11-12; col. 8, lines 14-15).

However, Dhir does not disclose a preference of the caller not to receive any sales pitch and configured to omit to search a database of potential sale pitches based upon at least the additional attribute of the call and a call router to a human operator. Dhir does disclose customer profile behavior data module and strategies module and routing codes data module (col. 6, lines 44-46). Dhir further discloses human-assisted call processing (col. 6, lines 10-11).

Kanevsky, on the other hand, teaches a preference of the caller not to receive any sales pitch and configured to omit to search a database of potential sale pitches based upon at least the additional attribute of the call and a call router to a human operator (abstract; col. 4, line 66 – col. 5, line 4; col. 5, lines 32-35; col. 7, lines 46-54).

Therefore, it would have been obvious to one of ordinary skill in the art at the time of the invention was made to modify the process of Dhir, to include a preference of the caller not to receive any sales pitch and configured to omit to search a database of potential sale pitches based upon at least the additional attribute of the call and a call router to a human operator, as taught by Kanevsky, in order to provide data associated with the voice of a user which can efficiently and automatically make use of the data available in transactions (Kanevsky, col. 60-62).

Regarding claim 136, Dhir substantially discloses the claimed invention, however, it does not explicitly disclose a preference of the caller not to receive a sales pitch related to a first service or product and not to receive any sales pitches related to a provider of the first service or product; searching, a second database of potential sales pitches to identify a first sales pitch that is not related to the first service or product and is not related to the provider of the first service or product; route the service call to a human operator; and assisting the human operator. Dhir discloses customer profile behavior module which stores and reflects on customer profiles and behavior (col. 7, lines 115-17). The customer profile behavior data contains the data that is used by the call routing system to make strategic decision predictions about caller needs (col. 7, lines 30-34).

Kanevsky, on the other hand, teaches a preference of the caller not to receive a sales pitch related to a first service or product and not to receive any sales pitches related to a provider of the first service or product; searching, a second database of potential sales pitches to identify a first sales pitch that is not related to the first service or product and is not related to the provider of the first service or product; route the service call to a human operator; and assisting the human operator (abstract; col. 4, line 66 – col. 5, line 4; col. 5, lines 32-35; col. 7, lines 46-54; col. 8, lines 40-54).

Therefore, it would have been obvious to one of ordinary skill in the art at the time of the invention was made to modify the process of Dhir, to include a preference of the caller not to receive a sales pitch related to a first service or product and not to receive any sales pitches related to a provider of the first service or product; searching,



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a second database of potential sales pitches to identify a first sales pitch that is not related to the first service or product and is not related to the provider of the first service or product; route the service call to a human operator; and assisting the human operator, as taught by Kanevsky, in order to provide data associated with the voice of a user which can efficiently and automatically make use of the data available in transactions (Kanevsky, col. 60-62).

Regarding claims 142-146, Dhir discloses searching the second electronic data base for a second sales pitch for the caller immediately after the caller provides the response to the first sales pitch (col. 8, lines 1-25; col. 12, lines 1-30; Figures 7-9); wherein assisting the human operator in presenting the first sale pitch comprises displaying at least a portion of the selected first sales pitch on a display of the human operator (col. 3, lines 1-2; col. 6, lines 11-12; col. 8, lines 14-15); wherein the first sales pitch is identified with the second database only when at least the additional attribute of the caller indicates that the caller satisfies a predetermined criterion (col. 5, lines 51-62; col. 7, lines 54-67; col. 9, lines 51-55; col. 12, lines 56-66); wherein the first caller attribute indicates a geographic residence of the caller, and identifying the first sale pitch includes making unavailable selection one or more sales pitches of the second electronic database based upon the geographic residence of the caller (col. 6, lines 24-34; col. 11, lines 32-37); and wherein the additional attribute of the caller includes a credit status for the caller and identifying the first sales pitch includes selecting the first sales pitch for the caller only when the credit status of the caller is satisfactory (col. 7, lines 15-51; col. 10, lines 40-47).

Regarding claims 147-149, Dhir discloses transferring the caller to a commercial partner that provides a product or service that corresponds to the selected first sales pitch if the caller has expressed interest in the first sales pitch (col. 4, lines 30-31; col. 7, lines 23-26; col. 12, lines 7-18); communicating information related to the caller to the commercial partner substantially in real time (col. 5, lines 14-16; col. 7, lines 5-8); and wherein the information comprises information related to the first sales pitch presented to the caller (col. 7, lines 15-51; col. 8, lines 1-25; col. 12, lines 1-18).

Regarding claim 150, Dhir discloses transferring the caller to a commercial partner that provides a product service that corresponds to the selected first sales pitch, wherein the commercial partner provides a second sales pitch to the caller; receiving feedback information from the commercial partner regarding a response by the caller to the second sales pitch; and populating the first electronic database with information indicative of the response by the caller to the second sale pitch. (See at least col. 2, lines 23-33; col. 8, lines 44-47; col. 11, lines 14-23; col. 12, lines 6-17; col. 13, lines 41 – col. 14, line 5; col. 14, lines 47-52; Figure 12).

Regarding claims 151-153, Dhir substantially discloses the claimed invention, however, it does not discloses sales pitch preferences corresponding to a preference not to receive any sales pitch.

Kanevsky, on the other hand, teaches sales pitch preferences corresponding to a preference not to receive any sales pitch (abstract; col. 4, line 66 – col. 5, line 4; col. 5, lines 32-35; col. 7, lines 46-54; col. 10, lines 65-67; col. 13, lines 4-14).

Therefore, it would have been obvious to one of ordinary skill in the art at the time of the invention was made to modify the process of Dhir, to include sales pitch preferences corresponding to a preference not to receive any sales pitch, as taught by Kanevsky, in order to provide data associated with the voice of a user which can efficiently and automatically make use of the data available in transactions (Kanevsky, col. 60-62).

**Claims 133-135 are rejected under 35 U.S.C. 103(a) as being unpatentable over U.S. patent No. 6,553,113 to Dhir et al. in view of U.S. Patent No. 6,665,644 to Kanevsky et al. and in further view of U.S. Patent No. 5,511,112 to Szlam.**

Regarding claims 133-135, Dhir substantially discloses the claimed invention, however, it does not expressly disclose information indicative of the past misbehavior; routing the call to a human operator based on the past misbehavior; a call router bypass a sales pitch selection to route to a human operator; to assist the human operator to take the service call based on the past misbehavior; and the past misbehavior includes that the caller has violated a terms of service agreement associated with the caller's account. Dhir discloses customer profile behavior module which stores and reflects on customer profiles and behavior (col. 7, lines 115-17). The customer profile behavior data contains the data that is used by the call routing system to make strategic decision predictions about caller needs (col. 7, lines 30-34).

Kanevsky, on the other hand, teaches information indicative of the past misbehavior; routing the call to a human operator based on the past misbehavior; a call router bypass a sales pitch selection to route to a human operator; and to assist the

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human operator to take the service call based on the past misbehavior (abstract; col. 4, line 66 – col. 5, line 4; col. 5, lines 32-35; col. 7, lines 46-54; col. 8, lines 40-54).

Therefore, it would have been obvious to one of ordinary skill in the art at the time of the invention was made to modify the process of Dhir, to include information indicative of the past misbehavior; routing the call to a human operator based on the past misbehavior; a call router bypass a sales pitch selection to route to a human operator; and to assist the human operator to take the service call based on the past misbehavior, as taught by Kanevsky, in order to provide data associated with the voice of a user which can efficiently and automatically make use of the data available in transactions (Kanevsky, col. 60-62).

Szlam, on the other hand, teaches the past misbehavior includes that the caller has violated a terms of service agreement associated with the caller's account (col. 8, lines 21-24).

Therefore, it would have been obvious to one of ordinary skill in the art at the time of the invention was made to modify the process of Dhir, to include the past misbehavior includes that the caller has violated a terms of service agreement associated with the caller's account, as taught by Szalm, in order to discuss the matter (col. 8, lines 20-21) so as to increase efficiency and productivity of the agent (col. 8, lines 32-33).

### ***Response to Arguments***

Applicant's arguments filed September 18, 2006 have been fully considered but they are not persuasive.

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Applicant remarks that "Kanevsky fails to describe or suggest the storing in a first electronic database, prior to the receipt of the incoming service call from the caller, a sales pitch preference of the caller, as an additional attribute, comprising a preference of the caller not to receive any sales pitch" as pertaining to claims 90, 107 and 120.

The Examiner notes that the combination of Dhir and Kanevsky describes or suggests "the storing in a first electronic database, prior to the receipt of the incoming service call from the caller, a sales pitch preference of the caller, as an additional attribute, comprising a preference of the caller not to receive any sales pitch". Dhir discloses the "storing in a first electronic database, prior to the receipt of the incoming service call from the caller, a sales pitch preference of the caller, as an additional attribute", as disclosed in the Office Action above. Dhir discloses a centralized interactive voice response (IVR) system within the call routing system network to secure additional data from a caller before routing to an individual call site (col. 7, lines 55-58). The system employs one or more banks of centralized IVR's to permit customer input information to be gathered before call routing to call sites within the virtual call center network (col. 3, lines 19-22). Additional information may be secured from the caller that the proper account is recognized and strategic decision logic and load balancing logic can be employed to route the call to the best target (col. 7, lines 59-62). The IVR transaction data generally includes data collected from a caller when routed to an IVR which may prompt the caller to select various options (col. 7, lines 64-67).

The Examiner then turns to Kanevsky to teaches a preference of the caller not to receive any sales pitch. Kanevsky teaches a voice-oriented method and apparatus

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which tailors response of a voice system to an acoustically determined state of a voice system user (col. 1, lines 6-12). Kanevsky discloses a method for collecting, data associated with the voice of a voice system user which can efficiently and automatically make use of the data available in transactions using voice systems, such as telephones, kiosks and the like (col. 1, lines 59-63). Furthermore, the voice system is an automatic voice response system comprising the examining an emotional state feature to determine if the user is in at least one of a disgusted, contemptuous, fearful and angry emotion state (col. 16, lines 3-8). Kanevsky then teaches an example where a detection of a user who has problems with the automated system and should be transferred to an operator and detection of users who are angry at the service and should be transferred to a supervisory person (col. 7, lines 47-54).

Such the voice system is an automatic voice response system comprising the examining an emotional state feature to determine if the user is in at least one of a disgusted, contemptuous, fearful and angry emotion state and a detection of a user who has problems with the automated system and should be transferred to an operator and detection of users who are angry at the service and should be transferred to a supervisory person are considered are considered a preference of the caller not to receive any sales pitch.

The motivation to combine is then found in Kanevsky which is "to provide data associated with the voice of user which can efficiently and automatically make use of the data available in transactions" that is found in Kanevsky, col. 1, lines 60-62).

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Applicant remark that "Dhir and Kanevsky either alone, or in combination fails to describe, the identified information indicative of past misbehavior includes information that the caller has acted illegally or that the caller has violated a terms of service agreement associated with the caller's account".

Examiner draws applicant's attention to the Office Action above.

Applicant remarks that the combination of Dhir and Kanevsky, either alone or in combination fail to describe or suggest at least "storing a sales pitch preference in a first electronic database to be used as an additional attribute of the caller, the sales pitch preference comprising a preference of the caller not receive a sales pitch related to a first service or product and not to receive any sales pitches related to a provider of the first service or product".

The Examiner notes that the combination of Dhir and Kanevsky describes or suggests "storing a sales pitch preference in a first electronic database to be used as an additional attribute of the caller, the sales pitch preference comprising a preference of the caller not receive a sales pitch related to a first service or product and not to receive any sales pitches related to a provider of the first service or product". Dhir discloses the "storing a sales pitch preference in a first electronic database to be used as an additional attribute of the caller", as disclosed in the Office Action above. Dhir discloses a centralized interactive voice response (IVR) system within the call routing system network to secure additional data from a caller before routing to an individual call site (col. 7, lines 55-58). The system employs one or more banks of centralized IVR's to permit customer input information to be gathered before call routing to call sites within

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the virtual call center network (col. 3, lines 19-22). Additional information may be secured from the caller that the proper account is recognized and strategic decision logic and load balancing logic can be employed to route the call to the best target (col. 7, lines 59-62). The IVR transaction data generally includes data collected from a caller when routed to an IVR which may prompt the caller to select various options (col. 7, lines 64-67).

The Examiner then turns to Kanevsky to teaches preference comprising a preference of the caller not receive a sales pitch related to a first service or product and not to receive any sales pitches related to a provider of the first service or product. Kanevsky teaches a voice-oriented method and apparatus which tailors response of a voice system to an acoustically determined state of a voice system user (col. 1, lines 6-12). Kanevsky discloses a method for collecting, data associated with the voice of a voice system user which can efficiently and automatically make use of the data available in transactions using voice systems, such as telephones, kiosks and the like (col. 1, lines 59-63). Furthermore, the voice system is an automatic voice response system comprising the examining an emotional state feature to determine if the user is in at least one of a disgusted, contemptuous, fearful and angry emotion state (col. 16, lines 3-8). Kanevsky then teaches an example where detection of users are vulnerable to a proposal to buy a given product or service, detection of a user who has problems with the automated system and should be transferred to an operator and detection of users who are angry at the service and should be transferred to a supervisory person (col. 7, lines 47-54). Furthermore, Kanevsky teaches a business logic of tailoring a



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marketing offer to the user based on attributes of the user detected by the system (col. 8, lines 52-54).

Such the voice system is an automatic voice response system comprising the examining an emotional state feature to determine if the user is in at least one of a disgusted, contemptuous, fearful and angry emotion state; detection of users are vulnerable to a proposal to buy a given product or service, a detection of a user who has problems with the automated system and should be transferred to an operator, and detection of users who are angry at the service and should be transferred to a supervisory person, and the business logic of tailoring a marketing offer to the user based on attributes of the user detected by the system are considered are considered preference comprising a preference of the caller not receive a sales pitch related to a first service or product and not to receive any sales pitches related to a provider of the first service or product.

The motivation to combine is then found in Kanevsky which is "to provide data associated with the voice of user which can efficiently and automatically make use of the data available in transactions" that is found in Kanevsky, col. 1, lines 60-62).

### ***Conclusion***

**THIS ACTION IS MADE FINAL.** Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire THREE MONTHS from the mailing date of this action. In the event a first reply is filed within

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TWO MONTHS of the mailing date of this final action and the advisory action is not mailed until after the end of the THREE-MONTH shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the mailing date of this final action.

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Marissa Thein whose telephone number is 571-272-6764. The examiner can normally be reached on M-F 8:00-5:00.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Ryan Zeender can be reached on 571-272-6790. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

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Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

Mtot  
December 12, 2006

 12/11/06  
**MICHAEL CUFF**  
**PRIMARY EXAMINER**